

CONSUMER GUIDE: UNDERSTAND YOUR INSURANCE COVERAGE DURING CORONAVIRUS/COVID-19 OUTBREAK



1 CHECK YOUR POLICY

Check your policy documents to make sure you have the cover you need: what is included and, in particular, what is excluded



2 KNOW YOUR CONTRACTUAL OBLIGATIONS

Contact your insurer or intermediary if you cannot fulfil your contractual obligations, e.g. if you are facing payment difficulties. They can tell you about any consequences or different options and could be putting in place measures to help



3 FIND OUT ABOUT CONTINGENCY MEASURES

Check any measures your insurer, intermediary or government has put in place, such as changes to claims management procedures. These may help to address issues you have with your policy



4 BE CAREFUL OF SCAMS

If you receive an offer, make sure you check the details thoroughly. Be careful with electronic messages or online services, particularly if you have not used them before. **Signs of a scam:** offer seems too good to be true; unnecessary pressure; request to disclose personal information e.g. username, password, personal or financial data



5 DON'T PANIC IF YOUR INSURANCE INVESTMENT PRODUCT HAS LOST VALUE

Stock markets are volatile at the moment and could be for a while. If you are concerned about the drop in value or, whether the product is still right for you, talk to your insurer or intermediary before taking any action



6 IF IN DOUBT, CONTACT YOUR INSURER OR INTERMEDIARY

They should always act in your best interests and are obliged to provide clear and timely information

LEARN MORE



The European Insurance and Occupational Pensions Authority (EIOPA) is an agency of the European Union working to strengthen consumer protection. Tips for Consumers section of EIOPA's website: https://www.eiopa.europa.eu/browse/consumers_en

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